Issue Tracking System

USER MANUAL

VERSION 1.0
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IT Solutions®

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INTRODUCTION

The Issue Tracking System is a web-based tracking system for all user issues in relation to using the KIT Prevention Service (KPS). This system will allow users to keep track of all of the issues that they are having and reporting to KIT Solutions while using KPS. In doing so, this gives users the ability to view the result of an issue if it occurs more than once so they are able to resolve the issue on their own at their own pace. This can be beneficial for users given their busy schedules and often it can be difficult for users to find the time to contact KIT Support with a problem they may be having while using KPS.

Issues added into the Issue Tracking System can be defined as follows:
Question: This generally involves how to perform a function within the application or a conceptual/policy/procedure question.
Suggestion: Periodically, users notice that something may be missing or not functioning to its full capacity for the completion of their job. If this occurs, the user will make a suggestion for improvement to the application.
Bug: Occasionally, the applications may produce a problem, or bug, that doesn't allow the users to use the application to its full capability. This is defined as a bug.

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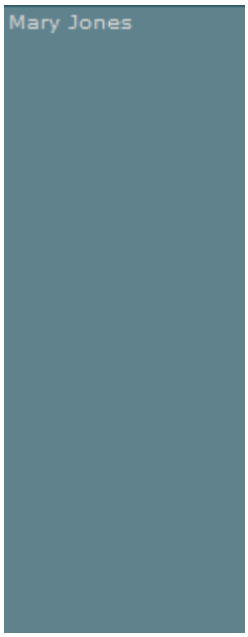
TIPS FOR USING THE APPLICATION EFFECTIVELY

Menu Information

The menu for the application will display administrative tasks available to the user.



The user currently logged into the Issue Tracker will be displayed. Clicking on the user name will return the user to the main Listing screen. You must be signed into the KIT Prevention Service (KPS) using your own UserID and Password at login.

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User Controls

Information is entered and edited on the computer screen through data entry/edit forms. The table below summarizes the buttons used to enter/edit information.

Add an Issue	Must be pressed first before new information is added to a form
Reset	Removes the information currently on the form from the Issue Tracking System
Close	Cancels the Add or Edit without saving any information entered
Save Issue	Adds the information on the form to the Issue Tracking System on edit

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While entering information into a form, several keys are helpful for moving the cursor from one information box (called a data field) to another. The table below summarizes those keys:

Key	Description	Function
	The TAB Key	Moves the cursor to the next data field
	Hold down the SHIFT key and then press the TAB key	Moves the cursor to the previous data field
	Use the MOUSE by pointing and clicking to move the cursor	Moves the cursor by pointing and clicking

Data Fields and Buttons

In the Issue Tracking System there are several fields, boxes and buttons that are used to collect and store data.

Type	Preview / Description
Text Field (aka 'Text Box)	(fill in the blank)
Drop Down Menu (aka Pull Down Menu)	(select one)
Radio Button	Selected Not selected
Check Boxes	Selected Not Selected
*	Indicates a required field

It does not matter the order in which the above fields are filled in, but if a required field is not filled in and you try to save the form, you will receive a message informing you what field is missing data, you will not be able to save the form until that field has data.

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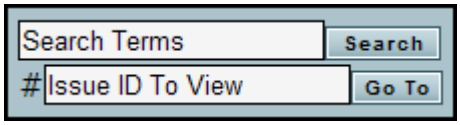
SYSTEM UTILITIES

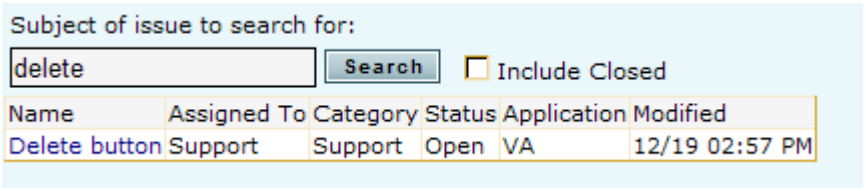
Search

To locate a specific issue, use the Search feature.

1. Click **Search** from the Listing screen.



2. To locate an issue by the Subject:
   a. Enter in the entire Subject or a specific term from the Subject in the field labeled "Search Terms".
   b. Click the Search button.
   c. A list of associated Open Issues will be displayed.
   *Note: If you would like to include Closed Issues as well, click the box labeled "Include Closed" and click the Search button again.



   d. Select the appropriate Subject you would like to view or edit by clicking on the entitled link.
3. To locate the Issue by the Issue ID #:
   a. Enter the ID # in the field labeled "Issue ID To View".
   b. Click the **Go To** button.
   c. A new window will open displaying the issue you selected.
4. To close the Search feature, click **Search** from the Listing screen.

Click on the user name in the menu to return to the main Listing screen.

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Help

The Help button will display a description and/or specific instructions pertinent to the available fields.

1. Click **Help** from the Listing screen to display the **?** question mark.
2. Click on the **?** question mark to display the field description. A new window will open displaying the description.
3. To close the open window, click the link entitled Close (in the upper left hand corner).
   *Note: You may also use the X in the upper right hand corner to close the window.

Tips

- If there is an underlined word within the Help window, it is a link to another Help description. Click on the link to view its description. You will have to close the window and click the initial question mark to view the original description you were viewing. There is no Back button.
- The link entitled "Help" within the open description window does not do anything.

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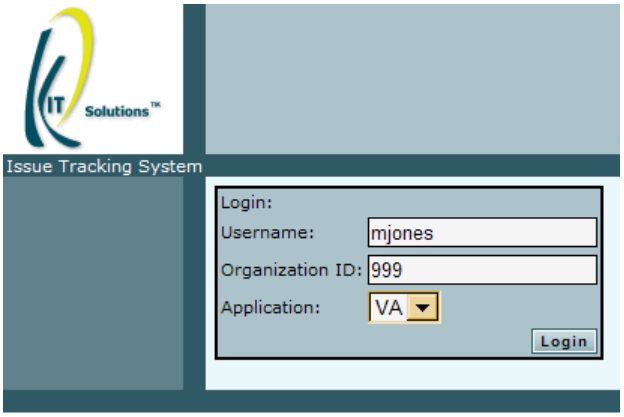
LOGIN PROCEDURE

Connect to the Internet using your Internet browser (preferably Internet Explorer). In the Address (Location) box, type in the following address and press enter: http://www.kithost.net/

1. Type in the **User ID**, **Password** and **Organization ID** supplied to you by your administrator.
2. Click the **Login** button.
3. Select **KIT Support** from the main menu.
4. Select **Issue Report** from the KIT Support submenu. A new window will open displaying the Issue Tracking System.



5. Your login information should automatically be filled in for you. Click the **Login** button.

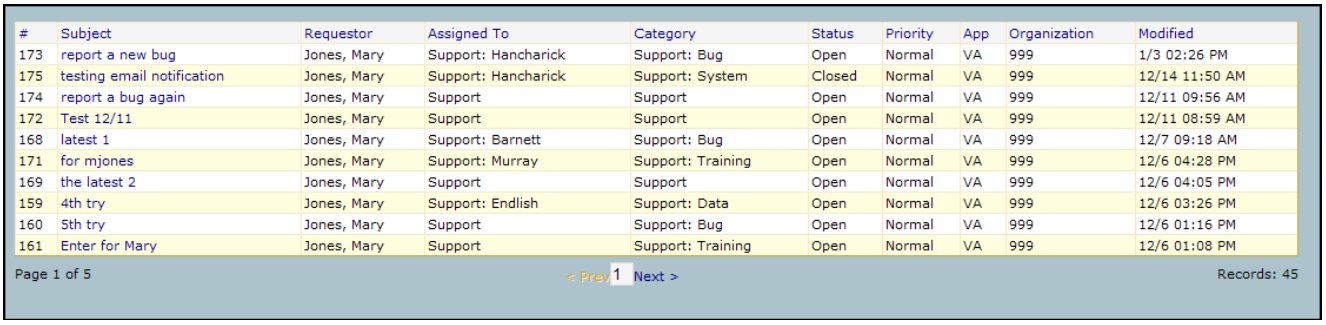
*Note: The login information will be the same UserID you use when logging into KPS.

Tips

- The User IDs ARE NOT case sensitive.
- Passwords ARE case sensitive.

LISTING SCREEN

The Listing Screen displays all of the issues you (the user) added into the Issue Tracker. You will not be able to see other users' issues.



#	Subject	Requestor	Assigned To	Category	Status	Priority	App	Organization	Modified
173	report a new bug	Jones, Mary	Support: Hancharick	Support: Bug	Open	Normal	VA	999	1/3 02:26 PM
175	testing email notification	Jones, Mary	Support: Hancharick	Support: System	Closed	Normal	VA	999	12/14 11:50 AM
174	report a bug again	Jones, Mary	Support	Support	Open	Normal	VA	999	12/11 09:56 AM
172	Test 12/11	Jones, Mary	Support	Support	Open	Normal	VA	999	12/11 08:59 AM
168	latest 1	Jones, Mary	Support: Barnett	Support: Bug	Open	Normal	VA	999	12/7 09:18 AM
171	for mjones	Jones, Mary	Support: Murray	Support: Training	Open	Normal	VA	999	12/6 04:28 PM
169	the latest 2	Jones, Mary	Support	Support	Open	Normal	VA	999	12/6 04:05 PM
159	4th try	Jones, Mary	Support: Endlish	Support: Data	Open	Normal	VA	999	12/6 03:26 PM
160	5th try	Jones, Mary	Support	Support: Bug	Open	Normal	VA	999	12/6 01:16 PM
161	Enter for Mary	Jones, Mary	Support	Support: Training	Open	Normal	VA	999	12/6 01:08 PM

Page 1 of 5 < Prev 1 Next > Records: 45

- #: the assigned ID number for the issue. Used for database purposes
- Subject: a brief description of the issue for identification purposes
- Requestor: the user who entered or reported the issue
- Assigned To: the Support Team member that is handling the issue
- Category: the department handling the issue and the type of issue
- Status: the status of the issue
  - *Open*: issue is still being worked on
  - *Closed*: issue has been completed
- Priority: the priority of the issue
- App: what application (KPS) the issue belong to
- Organization: what organization ID reported the issue
- Modified: the date of when the issue was last updated
- Page 1 of 5: number of pages displaying issues. Displays 10 issues a page
- < Prev 1 Next >: displays the page currently viewed. Click Next > to display the next page of issues

  *Note: Click Prev < to return to the previous page.
- Records: number of total issues reported by the user

Tips

- Clicking on the field name in a Category field Subject will allow you to sort through your files by ascending or descending order.

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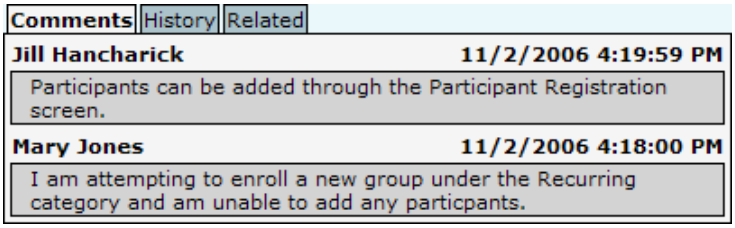
Viewing an Issue

To view the details of an existing Issue, select the Subject to view by clicking on the entitled link. A new window will open displaying the details of the issue. Click the Close button to close the open window.

Comments


Comments
History
Related
Jill Hancharick
11/2/2006 4:19:59 PM
Participants can be added through the Participant Registration screen.
Mary Jones
11/2/2006 4:18:00 PM
I am attempting to enroll a new group under the Recurring category and am unable to add any particpants.

All descriptions (issue and resolutions) that have been added to the issue will be displayed under the entitled tab. The name of the user or KIT Support member as well as the date and time of who entered a comment will be displayed above the Comment.

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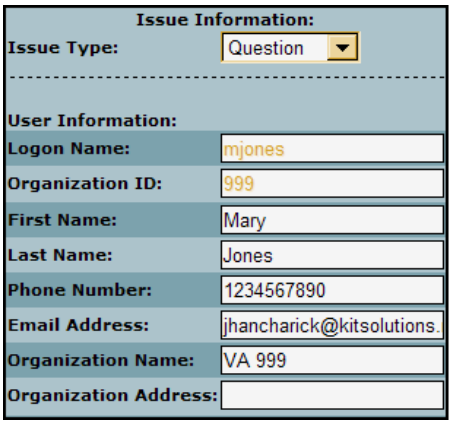
ADDING AN ISSUE

1. Click Add an Issue from the Listing screen.

2. Enter a brief description of the issue in the **Subject*** field.
3. Enter in a description of the issue in the **Description** field.



4. Select the type of issue you are having from the **Issue Type** dropdown list.
   *Note: This field is defaulted to *Question*.
   a. Bug: KPS is causing a problem not allowing you to use the application to its full capability
   b. Question: training questions on how to use KPS
   c. Suggestion: a suggestion for improving KPS
5. Your information is automatically filled in for you in the **User information** section.
   *Note: This information is based off of the information entered in the Staff Registration module of KPS. If any of this information needs temporarily changed, modify the appropriate field by entering in the information. If any of the information is incorrect this should be corrected in the Staff Registration module of KPS. See the User Manual for details.
6. Click the Add Issue button to save the issue. An email notification will now be sent to the KIT Support Team informing them of your issue. You will receive a reply email once a KIT Support Team member has looked into and modified your issue.
   *Note: To see the reply, see Viewing an Issue.

Tips

- You will not be able to edit an issue once saved.

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